



COMMUNITY RELATIONS WORK PLAN
FORMER WEST PULLMAN WORKS SITE
1015 WEST 120TH STREET
CHICAGO, ILLINOIS

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VOLUME III OF III

April 1997

Prepared for:

Navistar International Transportation Corp.
Chicago, Illinois

Prepared by:

EnviroCom Incorporated
and
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Chicago, Illinois



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April 1997

Approval

Date

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VOLUME III OF III

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**COMMUNITY RELATIONS WORK PLAN
FOR THE
FORMER WEST PULLMAN WORKS
1015 WEST 120TH STREET
CHICAGO, ILLINOIS**

1.0 OVERVIEW OF COMMUNITY RELATIONS WORK PLAN

The community relations work plan for the Former West Pullman Works environmental project will lead to the development of the Community Relations Plan, which will be finalized following a round of interviews with members of the community at-large regarding their questions and concerns about the site.

Key agency staff and a representative of the alderman were interviewed with respect to their project roles, specific agency objectives and known public issues, and the identification of community leaders who have previously indicated an interest in the site. This community relations work plan lays out the framework for conducting interviews with local leaders, preparing a final community relations plan that takes into account the input of residents of the community, and establishing a schedule of frequent project milestones.

2.0 INTRODUCTION

There are multiple considerations that influence community relations planning for the environmental investigation and prospective closure of the Former West Pullman Works, located at 1015 West 120th Street in Chicago's Victory Heights community. The residents of homes surrounding the Former West Pullman Works have for many years had to face the debris strewn lot as a daily reminder of economic challenge and environmental concern. Adjacent to the Former West Pullman Works is the abandoned Dutch Boy paint factory site that has long been identified as a source of environmental contamination in the community. The old paint factory and the Former West Pullman Works have been considered by the community as one site, although the two sites have quite different land use histories and they are on separate paths for environmental remediation and/or closure.

The Former West Pullman Works is the former location of a machining factory owned by International Harvester, now known as Navistar International Transportation Corp. In 1983, Navistar sold the factory to West Pullman Associates. Later the property was sold to its present owner, the Better Living Foundation.



As a former owner of the property, Navistar has voluntarily initiated the effort to investigate its environmental condition. Based on the results of the investigation, Navistar will undertake remediation efforts to clean the site for a future industrial use. Navistar will not have any role in the industrial re-development of the site.

3.0 COMMUNITY RELATIONS TEAM COORDINATION

Navistar will conduct project activities under the guidelines of the Illinois Site Remediation Program (SRP), as administered by the Illinois Environmental Protection Agency (Illinois EPA). Navistar has retained the environmental services firm of Geraghty & Miller, Inc. to conduct the technical aspects of the project work. EnviroCom Incorporated has been retained by Geraghty & Miller to support the community relations component of the project. Because the work will be conducted under the Illinois Site Remediation Program, the Illinois EPA will have the lead role, and other governmental bodies, such as the U.S. Environmental Protection Agency (USEPA), the City of Chicago Department of Environment (CDOE), the City of Chicago Department of Planning and Development (CDPD), and the office of 34th Ward Alderman Carrie Austin, may continue to maintain their interest and track the project progress. Navistar will support project awareness among interested parties by announcing key project activities, posting and mailing notices of key project activities, and providing and/or presenting project information to the information repository, the information coordinating committee and public informational meetings.

The Illinois EPA will be responsible for oversight of responses to media and public inquiries regarding technical aspects of the project. The Illinois EPA contact person will be:

Mark Britton
Community Relations Coordinator
Illinois Environmental Protection Agency
2200 Churchill Road
P.O. Box 19276
Springfield, Illinois 62794-9276
217-524-7342 (Voice) 217-785-7725 (Fax)
1-888-EPA-1996 / 1-888-372-1996 (Toll Free)

4.0 COMMUNITY RELATIONS MISSION

The Navistar project team, in cooperation with the Illinois EPA, the USEPA and the City of Chicago, aims to work closely with community leaders, the community advisory group and neighboring residents. Throughout the project, a driving goal will be that open communications regarding the environmental investigation, and any resultant cleanup activities, will yield an overall understanding and acceptance among members of the community that:



- the Navistar team is conducting technical project work in accordance with the established standards of the Illinois EPA and other applicable regulatory bodies;
- the methods and procedures employed during on-site work are designed to safeguard the public and workers and to protect the environment and to provide a basis for the future return of the property to a beneficial community status;
- the project team, in cooperation with the Illinois EPA, will provide the community with timely notice of findings and upcoming activities while showing respect for the community's informational requests; and
- the project team, under the direction of the Illinois EPA, will make every effort to be available to the community organizations that may wish to discuss environmental project information.

5.0 OBJECTIVES

With the goal of accomplishing the mission as set forth, the following objectives are established as core to the development and implementation of the project's community relations program:

- **To provide** the site's host community with timely, clear and accurate information concerning a) project goals; b) the safe management of the technical operations involved with the project; c) the schedule of project activities; and d) the results of project activities.
- **To assure** the timely, channeled flow of project information to interested parties, as well as the timely, channeled flow of feedback from such parties.

6.0 COMMUNITY RELATIONS STRATEGIES

Establish key messages that clarify the purpose, scope, objectives, and safety measures of the project. Key messages include:

- The Former West Pullman Works Project is being conducted voluntarily by Navistar.
- Remediation and/or closure activities will be conducted in a manner that is protective of human health and the environment.



- The project work will be conducted in a series of phases including a historical data evaluation and environmental site investigation, report preparation, and remedial action as needed to prepare the site for industrial use. The findings of each phase will determine the scope, scale and appropriateness of subsequent phases.
- The investigation and any subsequent cleanup activities will be performed consistent with the requirements of the Illinois Environmental Protection Act for the Illinois SRP.
- Navistar is assuming environmental responsibility for the 21 acre property at 1015 West 120th Street in Chicago that it once owned, but sold in 1983. The Former West Pullman Works is not part of the Dutch Boy site. Accordingly, the environmental investigation and potential remediation work at the Former West Pullman Works is not directly affiliated with any environmental activities at adjacent properties. Due to the proximity and similarities of the properties in the area, close coordination and open communications will be emphasized.
- Navistar is committed to preparing the Former West Pullman Works for future industrial use as determined by the Better Living Foundation (the current property owner) as well as the City and the community. Navistar will have no role in any redevelopment of the property.
- The methods, procedures and technologies implemented to attain cleanup objectives will be cost effective. These approaches will be reviewed and approved by the Illinois EPA prior to implementation, and will be explained to the interested members of the community.
- The Former West Pullman Works provided jobs within the community for more than 75 years. When it was sold, workers were relocated, retired or given out-placement assistance. The sale of the factory was part of a company-wide restructuring that helped save the company from dissolution and helped secure the pensions of more than 40,000 retirees, including former employees from the community, many of whom continue to reside in the Chicago area.



6.1 COMMUNITY PROFILE

A community profile will be developed to support the community relations effort. The project team understands the long and sensitive history that connects the community to the site and the expectations for its redevelopment. Accordingly, there exists a high degree of community interest in the investigation and cleanup activities associated with the site. In the effort to establish the community relations approach best suited for this site, the project team will:

- **identify the audience**, including interested residents, key local leaders, businesses and civic organizations in the local community;
- **identify the distinct issues and concerns** of the various audiences within the community by conducting two series of interviews with selected community leaders and group representatives. The initial interviews will be conducted to discern community issues and sentiments regarding the project and potential opportunities for public involvement. At an interim point in the process, the interviewees will be contacted for a follow-up discussion on approaches that may further enhance the community relations effort;
- **identify media outlets** and other resources that may aid in conveying project information to the community;
- **compile a comprehensive, segmented address list for direct mailing** of key informational materials. The segmentation will be in categories such as residential, Victory Heights/ Maple Park Community Advisory Council members (See Section 7.2), community leaders, businesses, organizations, elected officials, media, and various governmental agencies;
- **identify suitable, conveniently located facilities** within the community for public meetings; and
- **determine the most effective methods for disseminating information** to the project audience.

7.0 COMMUNITY RELATIONS APPROACHES

The environmental investigation and prospective cleanup of the Former West Pullman Works is a positive event for the community. Nevertheless, the process required to achieve the end benefits will require several phases. The project team is committed to providing the community with timely notice regarding site activities and clear explanations of the procedures and related safety measures that will be implemented.



In the effort to assure that the community is well-informed about the site investigation and any subsequent remediation activities, the following community relations approaches are recommended:

7.1 ALDERMANIC INFORMATIONAL BRIEFINGS

The office of Alderman Carrie Austin has indicated strong interest in the project activities. The project team will maintain ongoing communications with Alderman Austin to assure that she has up-to-date information about findings of the environmental investigation and the schedule of upcoming operations. The alderman's office will serve as a conduit in the flow of project information to the public.

7.2 INFORMATION COORDINATING COMMITTEE BRIEFINGS

A Victory Heights/Maple Park Community Advisory Council has been formed to consider issues related to the environmental condition and economic future of the Former West Pullman Works and adjacent properties. The Navistar project team, in cooperation with the Illinois EPA, will continue regular communications with the group and offer informational briefings regarding technical activities on the site.

7.3 INFORMATION REPOSITORIES

Background information including the site history, technical aspects regarding the environmental investigation and potential remediation activities, and related statutes and regulations will be maintained and regularly updated in a comprehensive file at designated locations in the community. The information repositories will allow easy access to project information for the general public. Information repositories, in facilities that provide a convenient reading area, a public accessible document copying machine, and handicap access, have been established in the following locations:

Walker Branch Library
11071 South Hoyne Avenue
Telephone: 747-1920
Mon.-Thurs. 9 AM-9 PM
Fri. - Sat. 9 AM - 5 PM

Pullman Library Branch
11001 South Indiana St.
Telephone: 747-2033
Mon.-Thurs. 9 AM-8 PM
Fri. - Sat. 9 AM - 5 PM

The check-out of documents at the Walker Branch Library is authorized only for members of the Victory Heights/Maple Park Advisory Council. The file is behind the library's reference desk.

Courtesy information stations have also been established by the Navistar project team to provide convenient document reference for members of the community. Two courtesy information stations, with document files identical to those at the repositories, have been established in the community. The information stations are in the following locations:



Edward White Elementary School
1130 West 122nd Street
Telephone: 535-5672
Mon. - Fri. 9 AM - 5:30 PM

Alderman Carrie Austin
34th Ward Office
507 West 111th Street
Telephone: 928-6961
Mon. - Thurs. 9 AM- 4 PM
Fri. 9 AM - 4 PM
Sat. 10 AM - 4 PM

7.4 PUBLIC MEETINGS

Public availability meetings will be scheduled to coincide with key project milestones, when possible. Periodic updates will be offered at community meetings regarding the project schedule, the scope and methods of environmental sampling or remediation tasks, environmental findings, and project accomplishments. Presentations will be used to advise the community regarding what can be expected in terms of activities and the appearance of the site during the various phases of work.

7.5 DIRECT MAILINGS

Any project of high public interest is, understandably, the subject of many discussions among those who reside in its host community. In the effort to assure that the public has accurate and up-to-date project information, Navistar will mail informational newsletters and/or fact sheets directly to the homes of the interested public. By reaching beyond the core group of community members likely to attend public meetings, the mailing of informational materials is undertaken to assure that a broader segment of the community receives a timely, consistent message concerning project activities. Direct mail will be used to advise the community regarding what can be expected in terms of activities and the appearance of the site during the various phases of work.

Additionally, direct mailing to segmented audiences may be used to provide specific notice concerning meetings or announcements.

7.6 INFORMATION MATERIALS FOR DISTRIBUTION

Informational materials on the Former West Pullman Works prepared by Navistar for public distribution, such as fact sheets, brochures, newsletters or notices will be designed with a similar appearance in format and color. To aid the public's ability to instantly distinguish information on the Former West Pullman Works from other projects, a uniquely styled format will be selected for the project's informational materials.

Informational materials will be developed to provide background information on the Former West Pullman Works, technical information about environmental tests and activities to be conducted on the site, site maps, status reports and an ongoing schedule of activities, including technical project work and community opportunities for involvement.



7.7 PRESENTATION AIDS

Informational visual aids, such as graphs, photos, maps and artist renderings, will be developed to promote understanding of the technical methods that will be implemented, along with the procedures that will be used to assure that site work is conducted in a manner that is safe for the community and the workers. Site maps will be used to depict the area of expected work, and time lines will be prepared to indicate when certain activities can be expected to occur. An overriding goal of the presentations will be that the community audience knows what to expect during each phase of the site work.

7.8 COMMUNITY RELATIONS CALENDAR

Throughout the life of the project, the community relations effort will be coordinated with the milestones of the technical activities that take place at the site. To the extent possible, a master calendar will be developed to track community relations efforts in conjunction with technical activities. Nevertheless, due to the ever-changing influences that are inherent in the project, the community relations approach will be developed overall as a modular framework, with components that can be restructured to support specific project events and community needs.

8.0 CONCLUSION

In its final form, the community relations plan will strive to achieve a comprehensive understanding of community concerns and sentiments regarding the project. Based on that pivotal understanding, the goal is to design a plan that will enable the project team to proactively provide information and address concerns and sentiments. This community relations work plan establishes a framework for two-way communications between the project team and the interested public. It is the expectation of the project team that this structure can be built upon with insights gained from interviewing community leaders and in ongoing correlation with technical findings once the site investigative work begins.

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